



City and County
of San Francisco

49 South Van Ness **Permit Center**

San Francisco Permit Center

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GUSTAVO BOJORQUEZ (SF PERMIT CENTER MANAGER)

08/10/2022

Location and Hours

49 South Van Ness Avenue

2nd floor

San Francisco, CA 94103

sf.gov/permitcenter

Monday to Tuesday, 7:30 am to 4:00 pm

Wednesday, 9:00 am to 4:00 pm

Thursday to Friday, 7:30 am to 4:00pm



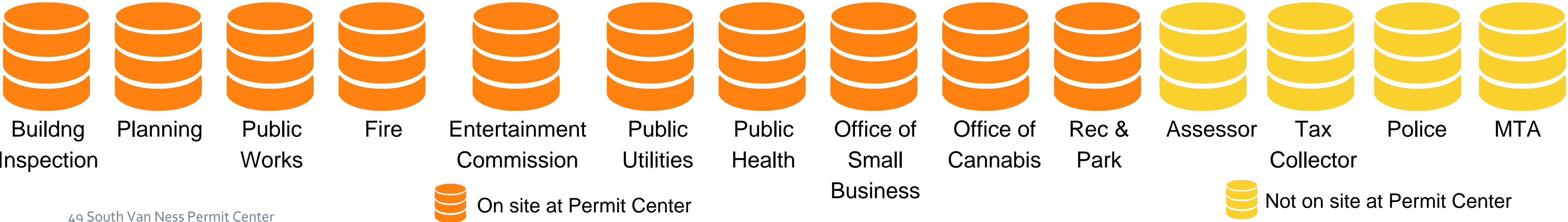
Mission

The Permit Center empowers residents and businesses in San Francisco by **centralizing and streamlining services that are key to improving homes and properties, opening and running a business, and planning community events.**

Vision

Advancing San Francisco as a safe, vibrant, and beautiful city through a **friendly, streamlined, and efficient Permit Center** serving all our residents and businesses.

The end-to-end customer journey includes many San Francisco departments



CONSTRUCTION

All departments involved in land use and building permitting for residential and business customers

DBI, PLANNING, SFPW, PUC, FIRE, MOD, OCII,

EFFICIENT

Optimize experiences by creating more transparency and giving customers information to better prepare

BUSINESS

Permitting and services related to opening and maintaining a business in San Francisco

Construction permitting groups + Cannabis, Entertainment, and Office of Small Business

FRIENDLY

Expert and experienced customer service professionals providing and advising on customer experiences

PERMIT ONE STOP

SPECIAL EVENTS

Recreational permits and permitting associated with hosting events big and small

REC & PARK, ENTERTAINMENT, SFPW, FIRE & PLANNING

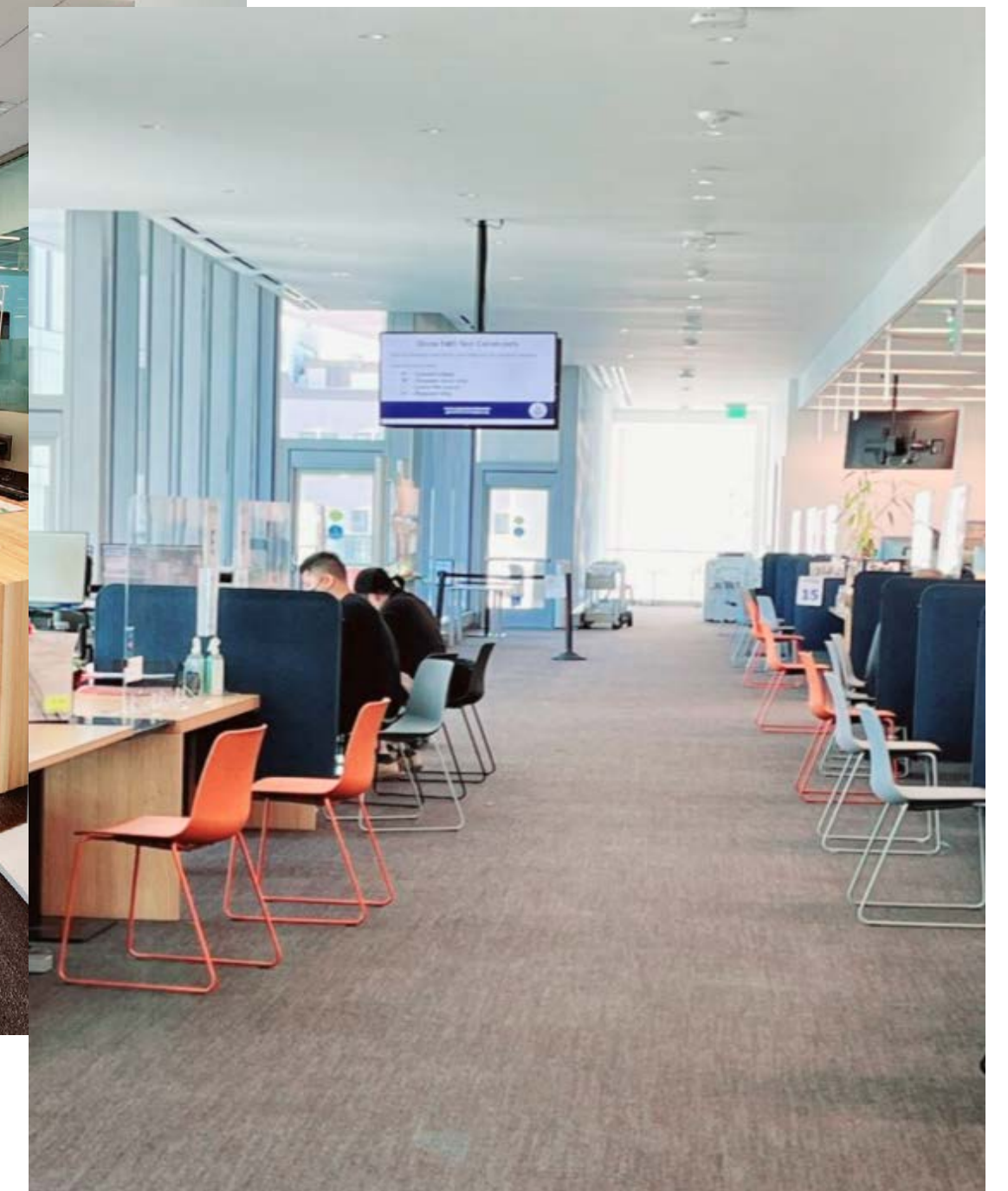
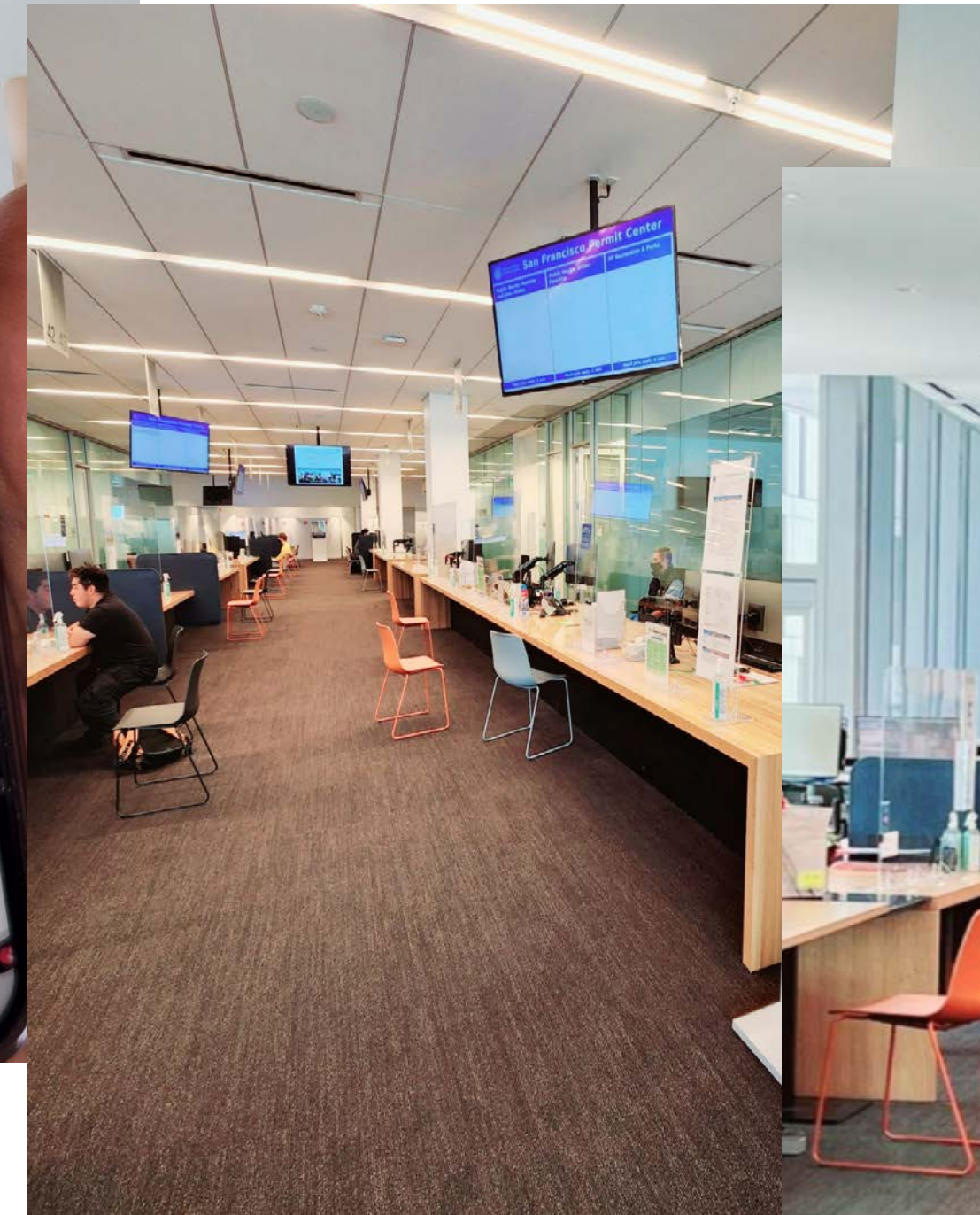
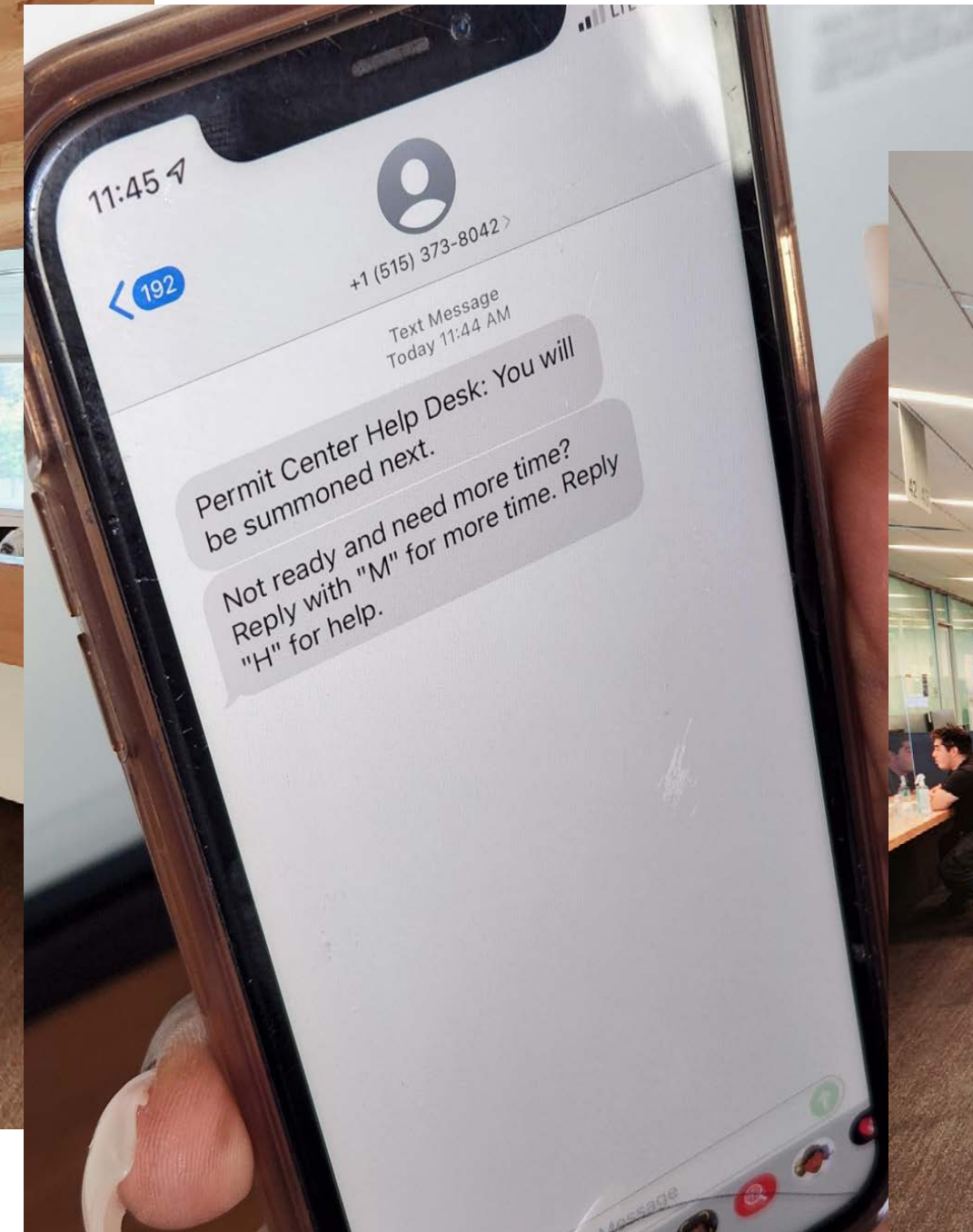
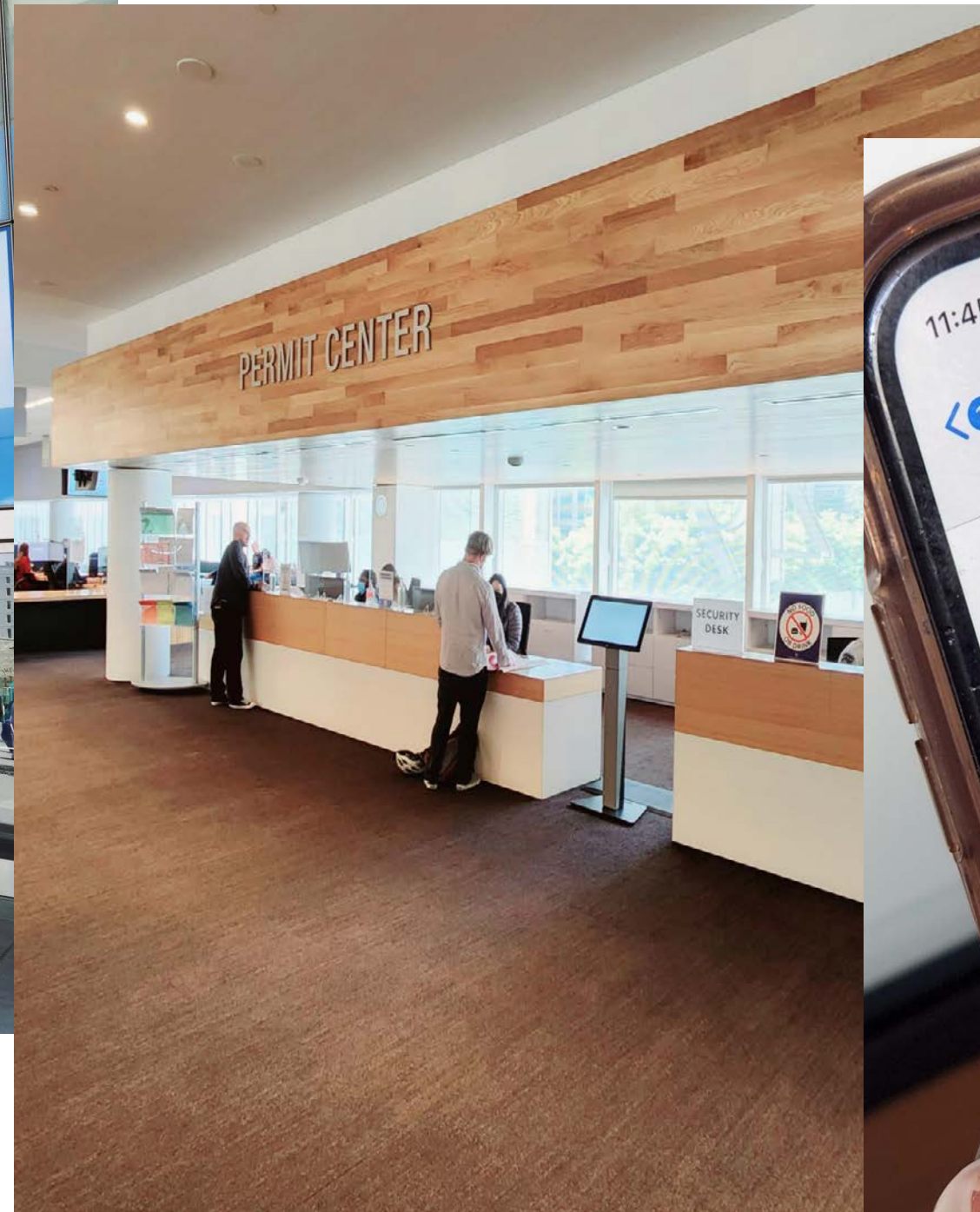
STREAMLINED

Develop end-to-end experiences that span multiple departments

Department Counters and Services

- Permit Center
 - Department of Building Inspection
 - SF Planning
 - San Francisco Fire Department
 - Public Works
 - Public Utilities Commission
 - Public Health – Environmental Health
 - Office of Small Business
 - Entertainment Commission
 - Recreation and Parks
 - Print Center
- Construction Permitting
 - Business Permitting
 - Special Events
 - Print Services
 - Notary Services
 - Cashiering Service
 - Help Desk

The Queueing Experience





Permit
Center
Floor
Plan

The Department of Building Inspection (DBI)

About DBI

Our mission is to protect building and life safety in San Francisco

The Department of Building Inspection (DBI) provides critical building safety services to ensure safety and habitability of San Francisco's more than 200,000 commercial and residential buildings

About DBI

The Department of Building Inspection:

- Performs plan review and issues permits
- Conducts building, plumbing, mechanical and electrical inspections
- Conducts housing inspections to ensure building owners are maintaining habitable housing conditions
- Enforces the building codes to maintain safety and permit compliance
- Investigates complaints

About DBI

FY 2020-2021

- 79,000 permits issued – more than 300 per day
- 119,000 inspections – nearly 10,000 a month
- 19,000 records produced for the public



Key Permit Types – Residential & Commercial

Over-the-Counter (OTC)

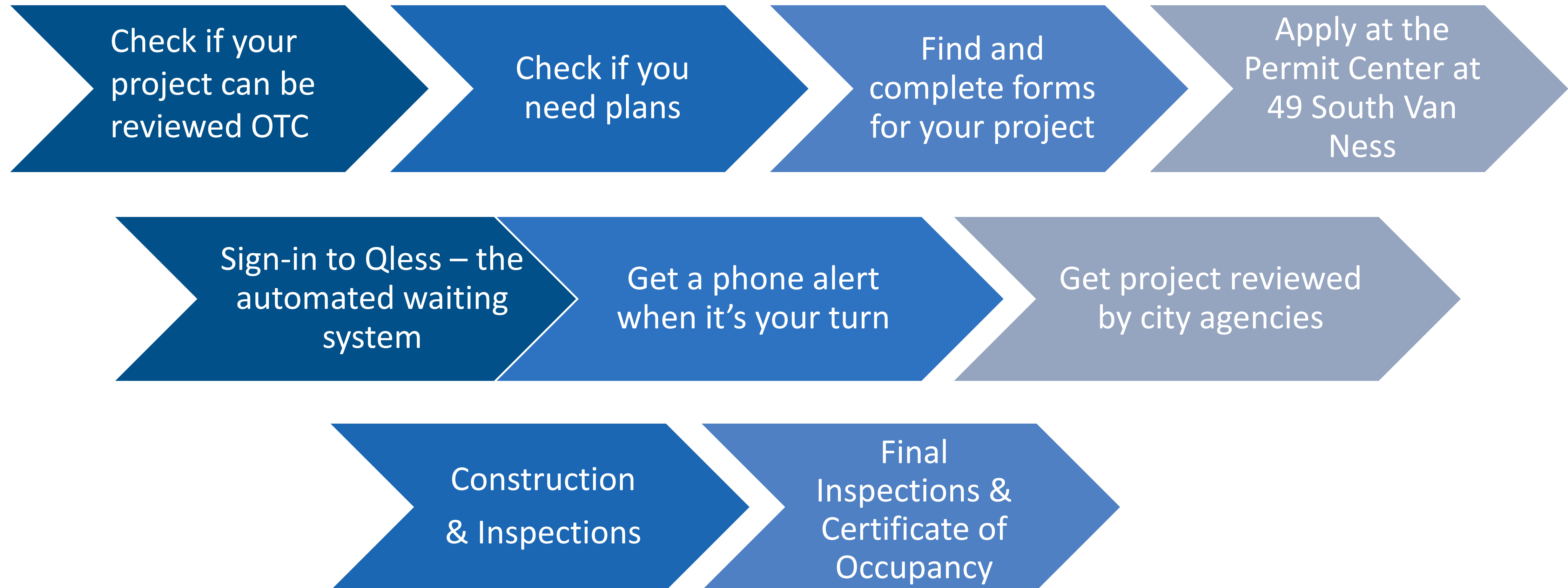
Basic renovations, additions, tenant improvements, re-roofing, fences, water heaters

In-House

Larger, more complex new developments, major renovations, change of use

Permit Process – Over-the-Counter (OTC)

SFDBI.org



57% of OTC applications are approved within 2 business days!

Getting Your Cannabis Permits

Types of Cannabis Permits

- Cannabis Cultivation and Extraction Facilities
- Cannabis Dispensing Facilities
- Medical Cannabis Nurseries

Applications are generally Over-the-Counter permit and drawings will be required

Getting Your Cannabis Permits

Applications may be routed to:

1. Department of Public Health
2. Planning Department (to coordinate with Office of Cannabis)
3. Department of Building Inspection
4. SF Fire Department
5. Public Utilities Commission
6. Office of Community Investment and Infrastructure
7. Mayor's Office of Disability / Department of Public Works Disability Access Coordinator

SF Planning

Planning Department Public Counters

- › Available for review & approval of permits eligible for Over-the-Counter review (OTC). A Building Permit can be approved OTC by Planning if:
- › No entitlement is needed, or you already obtained it,
- › CEQA review can be done OTC, or it has already been completed, and
- › Neighborhood notice is not required.
- › Provides consultation on zoning, historic preservation, and CEQA.

Frequently Asked Questions

How do I start a building permit?

- **Apply for an Over-the-Counter building permit in-person.**
 - <https://sf.gov/topics/over-counter-otc-permits>
- **Apply for an In-house permit online.** (Larger scope and size, new construction projects)
 - <https://sf.gov/topics/house-permits>
- **Get Help!**
 - permitcenter@sfgov.org – General permitting questions
 - dbicustomerservice@sfgov.org – Building code and inspections specific questions
 - cpc.cannabis@sfgov.org – SF Planning change of use or site questions

What is the status of my application?

- **SF DBI Permit Tracking System (PTS)** to check for status with project application number:
 - <https://dbiweb02.sfgov.org/dbipts/default.aspx?page=PermitType&SearchBy=PermitNo>
- **SF Property Information Map (PIM)** using the project address:
 - <https://sfplanninggis.org/pim/?pub=true>
- **Get Help!**
 - permitcenter@sfgov.org – Over-the-Counter permit questions
 - dbicustomerservice@sfgov.org – projects status / processing times
 - cpc.cannabis@sfgov.org – SF Planning current processing times

Who is reviewing my project?

- **SF DBI Permit Tracking System (PTS)** to check for status with project application number:
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What are the fees associated with my project?

- **SF Planning Fee Schedule**

- Based on project value

- <https://sfplanning.org/resource/fee-schedule-applications>

- **SF Department of Building Inspection Permit Application Fees**

- Based on project value, scope and number of departments requiring review

- Email dbicustomerservice@sfgov.org

Questions and Feedback

The Permit Center is committed to continuous improvements of services. Your questions and feedback matters to help us continue to evolve in the right way.

Send your permitting questions, thoughts and suggestions to:

permitcenter@sfgov.org

